



Privacy Policy

Beneco respects and upholds your right to privacy protection under the Australian Privacy Principles. This Privacy Policy describes how we manage any personal information that we collect and hold.

Expressed consent is permission for something that is given specifically, either verbally or in writing. Expressed consent contrasts with Implied consent, which is an assumption of permission that is inferred from actions on the part of the individual. Beneco obtains Express consent for all interventions via verbal agreement followed by the signing of our Consent to Obtain Medical Information form.

1. The kinds of personal information that Beneco collects and holds:
Beneco may collect and hold information required to conduct the intended service in which the client is engaged in. This information can include; individual information (name, date of birth, address), injury information and medical reports pertaining to the injury services and other documents required to facilitate our service delivery.
2. How Beneco collects and holds personal information:
Following express consent via the written information consent Beneco collects information directly via treating parties, this is stored onsite on our network servers within our paperless system.
3. The purposes for which Beneco collects, holds, uses and discloses personal information:
We need to collect and record personal and health information to ensure that our services can be completed for our clients. Some information is provided to us from the referring party, insurer or employer, and some is provided by yourself or your treating health practitioners with your consent.

This information is used within our business for the primary purpose which it was collected i.e. to assist in your recovery.

Information may be used in reports to the referring parties, e.g., Insurers, Treating Health Practitioners and Employers and is safely stored in your case file at our premises. (For consultants, be aware health and privacy information should not be included in all reports, i.e. Suitable Duties plans, as it is difficult to control the information once the report is released.)

4. How an individual may access personal information about the individual that is held by Beneco and seek the correction of such information:
Under the Privacy Act you have the right to access your personal information, subject to some exceptions allowed by Law. Please contact us if you would like to do so. We reserve the right to charge a fee for searching for and providing access to your personal information, provided that such fee is not excessive and must not apply to the making of the request.

Beneco may refuse to give access to the personal information if:

- a) Beneco reasonably believes that giving access would pose a serious threat to the life, health or safety of any individual, or to public health or public safety; or
- b) giving access would have an unreasonable impact on the privacy of other individuals; or
- c) the request for access is frivolous or vexatious; or
- d) the information relates to existing or anticipated legal proceedings between Beneco and the individual, and would not be accessible by the process of discovery in those proceedings; or
- e) giving access would reveal the intentions of Beneco in relation to negotiations with the individual in such a way as to prejudice those negotiations; or
- f) giving access would be unlawful; or
- g) denying access is required or authorised by or under an Australian law or a court/tribunal order; or
- h) both of the following apply:
 - i. Beneco has reason to suspect that unlawful activity, or misconduct of a serious nature, that relates to the Beneco's functions or activities has been, is being or may be engaged in;
 - ii. giving access would be likely to prejudice the taking of appropriate action in relation to the matter; or
- i) giving access would reveal evaluative information generated within Beneco in connection with a commercially sensitive decision-making process.

If access to personal information because of any reason listed above, Beneco will give written notice of the:

- a) reasons for the refusal except to the extent that, having regard to the grounds for the refusal, it would be unreasonable to do so; and
- b) the mechanisms available to complain about the refusal; and
- c) any other matter prescribed by the regulations.

5. How an individual may complain about a breach of the Australian Privacy Principles, or a registered APP code (if any) that binds Beneco, and how the Beneco will deal with such a complaint:
Any breach, or suspected breach should be escalated to senior management. This would involve a confidential conversation followed by a requested statement to commence the complaint handling process. Resolutions that arise from the complaints handling process provides the Beneco with direct feedback to the business to better service delivery.
6. Whether Beneco is likely to disclose personal information to overseas recipients:
All information is stored onsite and is only available to team members who require this information to fulfil their role.
7. If Beneco is likely to disclose personal information to overseas recipients—the countries in which such recipients are likely to be located if it is practicable to specify those countries in the policy.

ACCURACY OF INFORMATION

Our people take all reasonable precautions to ensure that personal information collected, used and disclosed is accurate, up to date, complete, relevant and not misleading, but the accuracy of information is however dependant mostly on the information with which we have been provided.

Beneco recommends that you:

- Advise us if there are any errors in personal information
- Keep us up-to-date with changes to your personal information

SECURITY OF PERSONAL INFORMATION

Beneco takes all reasonable precautions to protect personal information from misuse, interference and loss, and from unauthorised access, modification or disclosure. If personal information held by Beneco is no longer needed for any purpose for which the information may be used or disclosed by Beneco and Beneco is not required by or under an Australian law, or a court/tribunal order, to retain the information, Beneco will take such steps as are reasonable in the circumstances to destroy the information or to ensure that the information is de-identified.

PRIVACY IN OUR INTERVIEW ROOMS

At Beneco you may be called in to our offices for discussions. Please note we have interview spaces which enable confidential meeting places. If you wish for total privacy, please inform us and we will be sure to have the door closed during this time.

CONTACT DETAILS

If you have any questions related to privacy please contact us on 02 8205 7701.